

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

Contents

Definitions	Page 1
General	Page 2
Library Building and Construction	Page 4
Funding	Page 7
Library Usage	Page 8
Potential Additional FAQs	Page 8

Definitions

Below are the meanings of some of the terms used in this document.

Existing Library or Main Library- The current public library at 13 S. San Antonio Road, Los Altos.

Library - the Existing Library, the New Library or the Woodland Library, as they may exist at any point in time.

New Library - The twenty-first century library being proposed for Los Altos to replace the Existing Library at 13 S. San Antonio Road.

NCLA - The North County Library Authority (NCLA) is a public agency created to plan, support, acquire, maintain and operate programs and facilities for the extension of public library services for the benefit of the inhabitants within the City of Los Altos and the Town of Los Altos Hills. For further information regarding the NCLA, see "What is the role of the NCLA regarding the Library?" on page 3.

NCLA Redevelopment Task Force - a task force created by the NCLA to explore the financing [and ??] of the New Library. **(Get the updated mission statement from Jon to complete this definition.)**

Santa Clara County Library District (SCCLD) - The County-run library district comprised of the public libraries in Los Altos (Main Library and Woodland Library), Campbell, Cupertino, Gilroy, Milpitas, Morgan Hill, and Saratoga.

Woodland Library - A branch library of the Los Altos Main Library, located at 1975 Grant Road, Los Altos.

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

General

Why do we need a New Library? The Existing Library suits my needs.

A New Library will provide the community access to up-to-date library services, programs, activities and an expanded collection. The Existing Main Library was built in 1964 and expanded in 1993. *As you can imagine, library services and the number of visitors have increased dramatically since the early 1990s. Library use has steadily increased even in the recent past, with the number of visits to the library rising 15% over the last five years, from 439,000 in FY12/13 to 508,000 in FY17/18. (Check to be sure that these numbers do not include visits to Woodland. Plus, insert stat on growth in visitors and circulation over the longest time period for which we can find the data.)* A New Library will be able to provide:

A spacious children's area with room for all activities, including dedicated space for storytimes and other programs, family restrooms, and expanded activity areas that can accommodate children of all ages.

Larger programming rooms to eliminate the need to turn away children and adults when attendance exceeds room capacity.

New meeting rooms to provide quiet space for tutoring sessions and small group meetings.

More quiet space for those who prefer to work away from the general circulation area.

Up-to-date technology solutions, giving patrons access to new tools and providing the capacity for growth to accommodate new applications, changes and improvements.

Updated electrical connections for the entire library, including connections at every seat and workstation, in all meeting rooms and in study areas.

Compliance with current building codes for earthquake and fire safety and ADA access.

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

Who owns the library?

The City of Los Altos owns the Main Library and the Woodland Library buildings, including the land on which they are located. **The Main Library and the Woodland Library facilities are leased to the SCCLD which operates the libraries. The SCCLD is responsible for maintaining the library building, furnishing and staffing the library, building the collection, providing programming and services to patrons, among other things.**

What is the role of the Library in the community?

(Answer to be completed)

Have other communities updated their libraries? What types of programs are they able to offer that Los Altos cannot?

(Answer to be completed)

What is the role of the NCLA regarding the Library?

The NCLA is authorized to provide resources to the Library for the purchase of books and materials, to support library programs and for general purposes. The NCLA is authorized to finance such activities through the levy of parcel taxes, subject to voter approval, or by the issuance of revenue bonds, or the receipt of funds from the City for such purposes.

In June 2010, Los Altos and Los Altos Hills voters approved a 20-year NCLA parcel tax to expand the service hours and book collections, as well as to provide for general purposes, at the two Los Altos libraries over those levels possible with only County funding. NCLA currently funds 17 of the open hours per week at the Main Library and 25 of the open hours per week at Woodland Library.

(See the section "Funding" beginning on page 7 for a discussion of the anticipated financing structure for the New Library.)

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

Library Building & Construction

Los Altos is already building a new community center. Do we still need a new library?

Yes. The new community center is not designed to, nor can the planned building accommodate, the library collection, programs, education and services. However, having the two facilities located on the same campus gives us an opportunity to leverage each space to its best purpose and provide complementary services. For example...**(need to provide a compelling example of how the two facilities complement each other).**

We need a new Main Library to enable us to fulfill the current and future needs of our community. Increased library demand requires more space for adult, teen, and children's programs and specialized activities, e.g. areas for meeting, tutoring, studying, research, reading, and other learning activities. Our next library, like other libraries in our area, will be able to deliver additional and different library programs than is possible in the existing library. For example, a recent survey of local patrons showed a desire for....**(get data on the Los Altos results from the most recent SCCL patron survey from Marlene or Nancy).** A national survey in 2016 conducted by the Pew Research showed that 80% of Americans would like libraries to train people in digital technologies, including newer technologies such as 3-D printing. Updated Bay Area libraries have been able to devote space for this type of program. The new library located in Mitchell Park in Palo Alto has a dedicated computer lab, as does the Milpitas library. The San Rafael Public Library offers a virtual reality lab with programs for all ages. The Los Altos Main Library simply does not have the space to offer this type of program on an ongoing basis.

Why did NCLA choose to build a New Library rather than remodeling and expanding the Existing Library?

The NCLA considered both renovating and expanding the Existing Library building as well as constructing a New Library building. Renovation and expansion is not feasible because the footprint of the Existing Library building cannot be expanded. There are underground major utility lines that run along the sides of the library building that face

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

San Antonio Road and the apricot orchard. Additionally, the Existing Library structure cannot be retrofitted to support a second story.

Given the analysis by an Engineering firm, the NCLA decided that a New Library would be the best decision. A New Library building will be designed to meet current and foreseeable future requirements for the Main Library.

(removed references to the City of Los Altos above and below)

Why is the proposed New Library building to be in the same location as the Existing Library? Wouldn't it make more sense to choose a new site?

The NCLA considered building a New Library in various locations and determined that the existing site best serves the needs of the community and the library's patrons. Access to parking, co-location with the civic center complex, and complimentary programs and services provided by the new community center will be significant benefits. Purchase of property to relocate the library to a different location would substantially increase the overall cost.

I like the apricot orchard at the Civic Center. Will it be preserved if a New Library is built?

The apricot orchard will not be affected by the construction of a New Library.

Are there any other benefits of a New Library building?

There are compelling additional benefits beyond having a new, larger, up-to-date library with expanded programs and services.

A New Library building will overcome the limitations of the aging Library structure. Once funding is secured, the design process will address critical aspects of the New Library building:

- Earthquake seismic safety
- Energy efficiency
- Accessibility
- Child safety
- Availability and usability of technology and new media enabled programs and services

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

Given today's standards in building design, the community will be able to enjoy a **library facility that meets or exceeds current seismic** safety codes, while providing improved access for all residents in a more sustainable, efficient building that is easier to maintain.

When will construction on a New Library building begin? Will the schedule be affected by the construction of the new community center?

It is unlikely that the new library would be under construction at the same time as the Community Center that is forecast to be completed by December 2020.

Before construction of a new library can begin, funding needs to be secured, architectural design and plans completed, and a general contractor selected. That process, with community involvement along the way, is estimated to take two years.

How will library services be provided during construction?

The Santa Clara County Library District (SCCLD) has supported transitional facilities for five city-owned library buildings in Santa Clara County where existing libraries have either been closed to build a new library or closed for extensive remodeling and expansion. None of these cities went more than six weeks without library services. The City of Los Altos will be responsible for providing transitional space and the SCCLD will provide materials, staff and programs.

(add some examples)

Furthermore, Woodland Library will be unaffected by the construction of the New Library and SCCLD has two bookmobiles in service that can be utilized during this period.

(Add examples of how other cities continued library services during the construction phase. I.e., used a modular building, city provided a temporary site, etc.)

Parking at the library is already very tight. Will a New Library with increased usage exacerbate the parking challenge?

Finding parking throughout the Civic Center can be challenging, especially at mid-day, and it is essential that the design of the New Library building comprehends improved access for patrons arriving using all types of transportation.

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

The City of Los Altos will explore alternatives for improving parking across the entire civic center campus during the construction phase of the new community center to determine the best approach for access. We expect this to be completed prior to the library building design.

Why build a New Library now?

The Existing Library is operating at capacity with 1,450 average visits a day. It will continue to serve the 30,000 plus cardholders in our Los Altos and Los Altos Hills communities. Use of the Los Altos Library and borrowings continue to increase.

Our library staff is providing 71 hours of weekly availability to the patrons. Last year the staff hosted over 800 program events (an average of 16 per week) that served 35,000 adults, teens, and children. Last year, there were 36 program events in the Orchard Room (capacity 100) where more than 100 adults and children wanted to attend. Several exceeded a demand of 200, resulting in very frustrated attendees when they had to be turned away. We expect this to be a growing challenge.

With the Existing Library's central location close to downtown Los Altos, the new community center, Los Altos High School, Egan Junior High School, and 6 primary schools, all within walking or biking distance, as well as the addition to unique and expanded programs that serve the entire communities of Los Altos and Los Altos Hills, we foresee the growth in patronage continuing.

Funding

How will the New Library be funded? How much money needs to be raised?

NCLA is working with the City of Los Altos, the Town of Los Altos Hills and other interested parties to explore options for financing the New Library. The NCLA is anticipating that the New Library building may be funded through both private donor fundraising programs as well as a library bond initiative. The amount necessary for the New Library will be determined by the building design and current construction costs, which are future steps in the project, but at this time, the NCLA is planning for an estimated cost of up to \$60 million. The current working plan is that the NCLA or the City of Los Altos will issue bonds for the New Library which will be payable by the property owners in Los Altos and Los Altos Hills to fund some portion of the amount

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

needed and the remainder would be funded by private donors. The levy of the property tax will be subject to voter approval.

Has the NCLA Redevelopment Library Task Force reached out for funding from local businesses, individuals, and/or philanthropic foundations?

The NCLA Library Redevelopment Task Force is exploring a variety of private fundraising avenues. A key step in any private fundraising approach will be identifying potential donors. We would like to hear from anyone interested in participating or wanting to contribute. Please contact: _____ if you are interested or know someone or some organization that may want to help fund our New Library.

Why shouldn't the SCCLD fund the New Library?

The SCCLD does not own the building. It is solely responsible for operating the library, including staffing, furnishing, building the collection, providing programming and services to patrons, among other things. The cost for these items is funded through an existing parcel tax.

The NCLA and the City are responsible for providing the library building itself on City-owned land. Each community in the SCCLD has found a way to finance and build its own library, using techniques such as redevelopment funds, bond measures, parcel taxes or city general funds. **NCLA will be the issuer of the bonds** for the New Library which will be payable by the property owners in Los Altos and Los Altos Hills.

Library Usage [Need to update and expand]

Isn't library use decreasing, now that so many resources are available for free online?

No, library use in Los Altos is actually rising. Over the last five years, the number of visits to the library rose 15%, from 439,000 in FY12/13 to 508,000 in FY17/18. (Check to be sure that these numbers do not include visits to Woodland.) The Main Library averages 1,450 visits a day and serves 30,000 plus card holders in our Los Altos and Los Altos Hills communities. Although national rates of borrowing are trending down, Los Altos Library use continues **to be very strong**. The Library's annual circulation this year was over 1.1 million books, DVDs and CDs, a 2.1% increase over 2017. The

DRAFT of January 7, 2019
FAQ's Content and Marketing Subcommittee
NCLA Library Redevelopment Task Force

materials in the collection are selected according to the needs and preferences of the community.

Consider the Following FAQ's to be Included

I do not use the Main Library [or only use the Woodland Library]. Why should I pay for a New Main Library?

[Property value, betterment of community, other.]

[TO COME]

The new community center will cost approximately \$35 million. Why is it so expensive to build a New Library?

[Given the findings of the Los Altos Main Library Needs Assessment, the community needs a library of at least 40,000 square feet and the building will be located at the site of the Existing Library. Given the size of the existing site, the New Library will require a second story. Also, construction costs continue to rise and the cost estimate includes an escalation factor to account for increasing costs over time.]

What is the relationship among the City of Los Altos, the Town of Los Altos Hills, North County Library District (NCLA) and the Santa Clara County Library District (SCCLD)?

[The Los Altos Main and Woodland Libraries are member libraries of the Santa Clara County Library District. It's governing board, the Santa Clara County Library District Joint Powers Authority Board (JPA) approves the District operating budget as well as sets the policies and standards. Under the County's Library District program, the cities provide the building for a library, and the Library District provides staffing, furnishings, collections and programs to run the library.

[Expand to discuss NCLA if use this FAQ.]

Others?